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Application Number: **09/420,912**Filing Date: **October 20, 1999**First Named Inventor: **Jon A. Ford**Art Unit: **3623**Examiner Name: **Eric T. Shaffer**Attorney Docket No.: **Ford 1**

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	AA				
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**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> -Number <sup>4</sup> - Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
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<i>W/10/1</i>	AR	"CentreVu <sup>®</sup> Advocate User Guide," Lucent Technologies, Bell Labs Innovations.	
<i>W/10/1</i>	AS	"DEFINITY <sup>®</sup> , Enterprise Communications Server Release 6, Call Vectoring/Expert Agent Selection (EAS) Guide," Lucent Technologies, Bell Labs Innovations.	
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Examiner Signature	<i>Michael C. Heer</i>	Date Considered	<i>9-29-05</i>
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